

## **Yateleys Health & Fitness Complaints Procedure**

### **Introduction**

This policy is intended to set out how Yateleys Health & Fitness will deal with general complaints. Members should feel able to express their views in the full knowledge that they will be dealt with fairly.

### **Principles**

Every complaint is a matter of concern to Yateleys and will be investigated with due urgency and thoroughness. Whenever a complaint is upheld, every effort will be made to rectify the issue and, if necessary, action will be taken to try to prevent a reoccurrence of the problem. This procedure aims to:

- Provide an accessible and easily understood procedure for complaints;
- Encourage members to express their views at the earliest opportunity, through the appropriate channels;
- Aid communication between members and Yateleys;
- Resolve issues in an informal and timely fashion wherever possible.

All complaints will be handled confidentially and members should be assured that making a complaint will not adversely affect their membership status. The identity of informants will be protected whenever necessary.

### **Process**

This procedure defines four stages at which a complaint could be considered. These are defined below:

Stage 1 Complaint heard by staff member

Stage 2 Formal complaint heard by the Headteacher of Yateley School

Stage 3 Complaint heard by Chair of Yateley School Community Governors

Stage 4 Formal consideration heard by the Governing Body's appeal panel

### **Stage 1: The Informal Stage**

It is expected that vast majority of all concerns and complaints will be resolved at this stage and Yateleys will work hard to ensure that the complainant is satisfied at the earliest opportunity. Complaints to Yateleys will normally be acknowledged within two working days of receipt and promptly discussed. The Health & Fitness manager will be responsible for overseeing the complaint and may involve any other staff where necessary.

### **Stage 2: Formal Complaint to the Headteacher/Designate**

The complaint will need to be in writing and be submitted to the Headteacher who will acknowledge its receipt within 2 working days. The acknowledgement gives a brief explanation of the complaints procedure and a target date for providing a response to the complainant. (This should normally be within 10 working days: if this proves impossible a letter is sent giving the reason for the delay and a revised target).

The Headteacher or a designated senior member of staff will then investigate the complaint, providing opportunity for the complainant to meet with them to supplement any information provided previously. Once all the relevant facts have been established, the Headteacher or designate will then produce a written response to the complainant, or s/he may wish to meet with them to discuss/resolve a matter directly. Where complaints have been made against the Headteacher, the Chair of Governors will arrange for an investigation to take place.

### **Stage 3: Complaint to the Chair of Governors**

If, after Stage 2 the complainant still feels aggrieved, they should submit their complaint in writing to the Chair of the Governing Body within 5 weeks. Receipt of the complaint will be acknowledged within five working days. The Chair (or a nominated designate from the governing body) will investigate the complaint independently from the school, meeting and consulting with all the main parties involved. Every effort will be made at this stage to resolve the differences informally, and address any identified issues. The complainant will then be informed of the outcome in writing within 20 working days (or to a notified, longer timescale if the investigations require this).

When an initial complaint has been fully investigated and further complaints of a comparatively trivial nature are made, the Headteacher and Chair of Governors can determine that the complaint will not proceed beyond stage 3.

### **Stage 4: Governing Body's complaints panel**

This stage is available if the complainant is not satisfied with the way the Chair of Governors has dealt with a complaint or feels that the complaint has not been satisfactorily resolved. If, at this stage, complainants feel they may have difficulty with fully understanding what is needed from them and what will happen, they can request the school to arrange for an impartial supporter to help them if they have not already done so.

A request for a hearing by the Panel should be made in writing to the Clerk of the Governing Body, giving full reasons. Complainants will normally be notified of the panel's decision within seven days of the panel concluding its business.

The outcome of the investigation and any action taken as a result will be entered in the record of complaints.

It should be noted that the power of the Chair of Governors and Governing body at these latter stages is formally restricted and their role is designed to ensure that the school acted reasonably, in particular, that:

- a) A comprehensive investigation was carried out;
- b) That all information available at the time was considered;
- c) That the correct policies and procedures were adhered to.